

# Whiteacres

Medical Centre

## **Patient Participation Group Meeting Minutes Date: Tuesday 15<sup>th</sup> October 2024 at 12:00**

**Attendees:** Dr Thomas Daniel (GP Partner), Jitinder Birdi (Operations Manager), Chelsea Beattie (Administrator),  
**PPG Members** (Names will not be listed)

### **Welcome and Introductions**

Jitinder welcomed all existing and new PPG Meeting Group members and went through general housekeeping such as tea and coffee facilities, bathroom locations and fire safety procedures. Everyone went round the room and introduced themselves to the rest of the group.

### **Website Introduction**

Jitinder explained to the group members how there was a lot of confusion with the surgery's websites, with even having two at one point. The PCN and governing bodies had a lot of control of what the website looked like, how it functioned and what information was available. The surgery now has full control of their website and what information is available.

Jitinder asked attendees how user friendly the surgeries website is for patients. The room was open to attendees' feedback.

### **Website Feedback**

- Question was asked about the usability of the website.
- Members discussed that they are unable to communicate with the surgery at the weekend even for an admin query as the triage is closed and is the main point of communication with the surgery. Stated that no ability to contact and found it very confusing and all digital routes blocked.
- Members would like an alternative way to communicate with the surgery for non-clinical matters such as an email.
- Members stated that they do not have to call the surgery early in the morning but still have the same issue having to complete the form early to 'beat the queue'.
- Members mentioned that they are unable to make an appointment on the website and cannot get through on the telephone.
- Members stated that the website is not user friendly, and the triage process is very confusing and overwhelming.
- Other members advised a company called UX design whose job is to make websites more user friendly and easier to navigate.
- The new website has not been patient tested and is something that Jitinder hopes to do in the future.
- Jitinder welcomed the feedback about the website. Dr Daniel is aware that not all of the surgery's demographic can use the website and some patients do not own a mobile. Stating that staff can help patients navigate the triage system by calling the surgery.

## **Patient Triage**

Linked to the website feedback, discussions took place around the patient triage solution in place. Members stated that patients are unsure how to get an appointment as the process has changed. Members felt that it would be helpful if the surgery's website had a positive welcome message, a step-by-step education video on how you are able to access services. Jitinder stated that the surgery has been looking into a patient pod to show and train patients how to do a triage form etc.

## **Complaints Process Feedback**

Unfortunately, due to time constraints, this item will be postponed for discussion until the next PPG Meeting.

## **Leaflet Introduction**

Unfortunately, due to time constraints, this item will be postponed for discussion until the next PPG Meeting.

## **NHS App Plush**

Unfortunately, due to time constraints, this item will be postponed for discussion until the next PPG Meeting.

## **Reception Area/Leaflets/Display Feedback**

Unfortunately, due to time constraints, this item will be postponed for discussion until the next PPG Meeting.

## **Over to Members**

Overall members could not praise the surgery enough for the high standard of care they have received whilst being a patient with the surgery.

A few items that members discussed were:

- Robotic post-natal checks that were lacking warmth and care. Note enough time to go through check.
- Blood samples and results that are skewed due to process. Dr Daniel advised that blood samples needed to be sent the same day as the test in question was time sensitive and may produce inaccurate results.
- Social prescriber's referrals. Receptionists should recommend Samaritans etc. when presenting a crisis instead of A&E.
- Unable to connect to NHS App.
- Querying regular health checks for patients.
- Patient feeling abandoned with lack of communication from secondary care and unsure who to contact.
- Triage forms patient completed not read properly and had to be re-triaged.
- Diabetic reviews are rushed with a ten-minute phone call.
- Waiting room is not friendly.
- Previous surgery had a newsletter, which made patients feel less isolated.
- The complaint process is too long, member stated that they should have an acknowledgment message after 24 hours and 38 days is too long. Dr Daniel advised that the 30 days stipulated is an NHS rule, so investigations can be conducted and notes reviewed.
- Holistic chronic condition reviews, up to date knowledge of services and regular GP follow-ups for chronic conditions.
- Unsure of the criteria for patients to get a face-to-face appointment. Dr Daniel advised that if a GP thinks a face-to-face appointment is needed or if it is a patient's request, then the surgery will try their best to accommodate their request.
- Patient asked if a video consultation would be an option to see a GP if a face-to-face appointment is not available. It was advised that this can be accommodated at the patient's request, as we have the technology to facilitate.
- Reception staff are courteous and caring but lacking in warmth.
- Members suggested the possibility of volunteers to meet and greet patients.

## **Whiteacres response**

Thankyou for everyone who attended. Feedback and information provided has all been taken away for review, feedback an actions.

An action plan based on this meeting will be released onto the website in due course.